

## Overview of events since December 2012 meeting

### January 2013

- **Strategic Plan update 2013 – 2015.** The Strategic Plan Update represents the MCA's strategic direction for the period 2013 - 2015. It validates established strategic direction and factors in any new developments that are seen to have a significant impact on the plan period.
- **MCA Annual Plan 2013** - The Annual Plan is reflective of the MCA's Strategic Plan Update covering the period 2013 - 2015.
- **Quarterly statistical data collection guidelines** - These guidelines have been drawn up to provide the MCA with a set procedure related to the timelines and sanctions concerning the quarterly statistical data collection.

Due to the importance of the data collection process, it has become necessary to provide guidance on stipulated deadlines so as to avoid risking delays in the publications planned throughout the year.

The basic minimum and maximum daily fines imposed are also highlighted in the document for guidance purposes

### February 2013

- **Broadband internet** – Quality of Service Framework - Following the consultation process undertaken during 2012, the Malta Communications Authority (MCA) has today published a Decision Notice regarding a Quality of Service Framework for Broadband Internet.  
The MCA's "Response to Consultation" annexed to the Decision, captures the outcome of the public consultation launched in January 2012 with respect of the same Quality of Service Framework.
- **Safer Internet Day** - The Insafe and INHOPE networks (the European network of Safer Internet Centres and the International Association of Internet Hotlines respectively), are celebrating Safer Internet Day (SID) for the tenth year running. Malta is represented on both Insafe and INHOPE through BeSmartOnline! which brings together various stakeholders working in the field, namely the Malta Communications Authority, Aġenzija Apogġ and The Commissioner for Children.
- **Consumer complaints** dealt with by MCA during November and December 2012 – publication of report.
- **eCommerce Forum 25FEB** (Funding and Growth)

- **Consultation on local dedicated capacity:** Pricing of leased lines and Ethernet connections. Consultation runs until 10 APRIL 2013.

## March 2013

- **MCA End user half yearly report** July – December 2012 published 18 March 2013.
- **Get online week** - The Malta Communications Authority ('MCA') and 19 Community Training and Learning Centres (CTLCs) across Malta and Gozo are this week celebrating the 'Get Online Week 2013' ('GOW').

The 'GOW' is a pan European initiative organised by Telecentre-Europe across 30 countries with the involvement of over 10,000 ICT learning centres (also known as telecentres) which is aimed at helping more people to go digital and start using ICTs as part of their everyday life.

- **Consumer complaints** dealt with by MCA during January 2013 – publication of report.
- **Key market indicators for electronic communications and post** updated to cover Q1 2009 to Q4 2012.

## April 2013

- **Visit by Parliamentary Secretary Hon. Dr. Edward Zammit Lewis.**